

-Total number of complaints against CBSA officer in St. John's, Newfoundland

oMay 1, 2017–August 15, 2020 > 8 complaints against CBSA officer in St. John's, NFLD

-Total number satisfied by service standard 1 & 2

oOf the 8 complaints > 1 did not meet the response service standard, 7 met the response service standard.

-Number founded or unfounded > 4 unfounded / 2 founded / 2 undetermined

-Result of founded complaints/specific disciplinary actions/by officer-badge number

oOf the 2 complaints that were founded, the CBSA employees' manager addressed the matter / behavior with employees involved.

o2 unfounded / 1 unfounded / 1 unfounded / 1 undetermined /
1 undetermined / 1 founded / 1 founded

** Recommend the names of the employees not be released to the public.

Number of complaints against CBSA officers in St-John's, Newfound		
Subject	Date Range	
	Between May 01, 2017 to Aug	
	# of complaints	First contact within 14 days
Number of Founded complaints	1	1
Number of Unfounded complaints	4	3
Number of Undetermined complaints	3	1
total	8	5

land
ust 15, 2020
Final contact within 40 days
1
3
2
6